

Listing of Claims:

1. (Currently Amended) A technical support server
comprising:

a service information portal section for providing web pages
as ~~an~~ information input and output ~~interface~~ interfaces;

5 a knowledge base section for storing various claim reports
and solutions ~~answered by an engineer with respect~~ which
correspond to the claim reports and which are provided by an
engineer who designs products in a product technology department;
and

10 a claim handling section for registering a new claim report,
corresponding to a new claim, in the knowledge base section ~~a new~~
~~claim report in which at least a claim title is structured as a~~
~~combination of predetermined items of definition information on~~
~~the basis of a claim content input to a client web page,~~ and
15 managing the registered new claim report as an unsolved claim
requiring an answer from the engineer;

wherein claim content of the new claim report is input via a
client web page in a format substantially similar to natural
language, and the new claim report is registered in the knowledge
20 base section in a format including at least a claim title
structured as a combination of predetermined items of definition

information expressed in standard terms, based on the claim content in the format substantially similar to natural language.

2. (Currently Amended) A technical support server according to claim 1, wherein the claim handling section ~~is constructed to search~~ searches the knowledge base section for ~~similar claims specified by~~ similar to the new claim based on information available from the claim content input to the client web page ~~in a format close to a natural language.~~

3. (Currently Amended) A technical support server according to claim 2, wherein the claim handling section has a synonym table for converting the information ~~of different languages~~ available from the claim content input to the client web page from a respective one of a plurality of different languages to common codes.

4. (Currently Amended) A technical support server according to claim 2, wherein the claim handling section ~~has a~~ comprises an answer assisting module for ~~producing, where~~ when the claim handling section identifies a solution ~~has been obtained to the new claim~~ as a search result of the search of the knowledge base section, producing an answer based on the solution

so as to meet a technical support policy varying from market region to market region.

5 5: (Currently Amended) A technical support server according to claim 2, wherein the claim handling section has a report assisting module for ~~automatically incorporating, where~~
~~when the claim handling section does not identify a solution has~~
not been obtained as a search result of the search of the
knowledge base section, (i) automatically incorporating the
information available from the claim content input to the client
web page into the new claim report, and (ii) requesting
~~additional~~ input of additional information which is lacking from
10 the claim content input to the client web page and which is
necessary for a study of ~~a solution~~ the new claim by the engineer
~~but is lacking.~~

5 6. (Currently Amended) A technical support server according to claim 1, wherein the claim handling section ~~is~~
~~constructed to assign~~ assigns a supporting task for acquiring a
solution to ~~a~~ the new claim ~~of the claim report~~ to a technical
division responsible for the new claim, and to request the
solution from the technical division.

7. (Currently Amended) A technical support server according to claim 6, wherein the claim handling section ~~is constructed to attach to the claim report~~ attaches a backup document for backing up the supporting task to the new claim report.

5

8. (Currently Amended) A technical support server according to claim 6, wherein the claim handling section ~~is constructed to set~~ sets a schedule of the supporting task, and ~~to send~~ sends a reminder when a scheduled date of supporting task completion is ~~drawing near~~ within a predetermined time period of a current date.

9. (Currently Amended) A technical support server according to claim 8, wherein, when an additional new claim is received that is similar to the new claim, the claim handling section ~~is constructed to attach~~ attaches an additional new claim report corresponding to the additional new claim to the reminder, ~~where there is a new claim report similar to the claim of the supporting task, the new claim report~~ as a backup document.

5

10. (Currently Amended) A technical support server according to claim 6, wherein the claim handling section is

constructed to ~~visualize the~~ control a display of a state of progress of the supporting task.

11. (Currently Amended) A technical support server according to claim 1, wherein the claim handling section has a table for converting the claim content input to the client web page to a specific language.

12. (Currently Amended) A technical support server according to claim 1, wherein the claim handling section has a table ~~applicable to a case where~~ for recognizing different model numbers, corresponding to different market regions, that are
5 assigned to a product model ~~of corresponding to the new claim content in accordance with different market regions.~~

13. (Currently Amended) A technical support server according to claim 6, wherein the claim handling section ~~is constructed to decide on~~ selects an engineer to be in charge of the supporting task based on ~~the basis of~~ at least one of a
5 schedule, a field in charge, experience, and a technical level of each engineer in a technical division to which the supporting task has been assigned.

14. (Currently Amended) A technical support server according to claim 6, wherein, when the claim handling section does not identify a solution as a search result of the search of the knowledge base section, the claim handling section ~~is constructed to issue, where a solution has not been obtained as a~~
5 ~~search result of the knowledge base section,~~ issues a notice to ~~the effect explaining~~ that the ~~solution~~ new claim is now being studied.

15. (Currently Amended) A technical support server according to claim 6, wherein, when the claim handling section does not identify a solution as a search result of the search of the knowledge base section, the claim handling section ~~is~~
5 ~~constructed to issue, where a solution has not been obtained as a~~ search result of the knowledge base section, issues a notice of a schedule of the supporting task.

16. (Currently Amended) A technical support server according to claim 6, wherein the claim handling section ~~is~~
~~constructed to produce~~ produces an answer document in which a solution answered on an engineer web page is modified so as to
5 meet a technical support policy which varies from market region to market region.

17. (Currently Amended) A technical support system comprising:

a service information portal server for providing web pages as an information input and output interface;

5 a knowledge base server for storing various claim reports and solutions ~~answered by an engineer with respect~~ which correspond to the claim reports and which are provided by an engineer who designs products in a product technology department; and

10 a claim handling server for registering a new claim report, corresponding to a new claim, in the knowledge base server ~~a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page,~~ and
15 managing the registered new claim report as an unsolved claim requiring an answer from the engineer;

wherein claim content of the new claim report is input via a client web page in a format substantially similar to natural language, and the claim handling server registers the new claim
20 report in the knowledge base server in a format including at least a claim title structured as a combination of predetermined items of definition information expressed in standard terms, based on the claim content in the format substantially similar to natural language.

18. (Currently Amended) A technical support system according to claim 17, wherein the claim handling server ~~is constructed to search~~ searches the knowledge base server for ~~similar claims specified by~~ similar to the new claim based on information available from the claim content input to the client web page ~~in a format close to a natural language.~~

19. (Currently Amended) A technical support system according to claim 18, wherein the claim handling server ~~has~~ comprises an answer assisting module for ~~producing, where~~ when the claim handling server identifies a solution ~~has been obtained to the new claim~~ as a search result of the search of the knowledge base server, producing an answer based on the solution so as to meet a technical support policy varying from market region to market region.

20. (Currently Amended) A technical support system according to claim 17, wherein the claim handling server ~~is constructed to assign~~ assigns a supporting task for acquiring a solution to ~~a the new claim of the claim report~~ to a technical division responsible for the new claim, and to request the solution from the technical division.

21. (Currently Amended) A technical support system according to claim 20, wherein the claim handling server ~~is constructed to attach to the claim report~~ attaches a backup document for backing up the supporting task to the new claim report.

22. (Currently Amended) A technical support system according to claim 17, wherein the claim handling server has a table ~~applicable to a case where~~ for recognizing different model numbers, corresponding to different market regions, that are
5 assigned to a product model ~~of~~ corresponding to the new claim content ~~in accordance with different market regions~~.

23. (Currently Amended) A technical support method using a knowledge base section for storing various claim reports and solutions ~~answered by an engineer with respect~~ which correspond
5 to the claim reports and which are provided by an engineer who designs products in a product technology department, the method comprising:

~~a step of~~ providing web pages as ~~an~~ information input and output ~~interface~~ interfaces; and

~~a step of~~ registering a new claim report, corresponding to a new claim, in the knowledge base section ~~a new claim report in~~
~~which at least a claim title is structured as a combination of~~

~~predetermined items of definition information on the basis of a~~
~~claim content input to a client web page, and managing the~~
registered new claim report as an unsolved claim requiring an
answer from the engineer;

wherein claim content of the new claim report is input via a
client web page in a format substantially similar to natural
language, and the new claim report is registered in the knowledge
base section in a format including at least a claim title
structured as a combination of predetermined items of definition
information expressed in standard terms, based on the claim
content in the format substantially similar to natural language.

24. (Currently Amended) A technical support method
according to claim 23, further comprising ~~a step of~~ searching the
knowledge base section for ~~similar claims specified by~~ similar to
the new claim based on information available from the claim
5 content input to the client web page ~~in a format close to a~~
~~natural language.~~

25. (Currently Amended) A technical support method
according to claim 24, further comprising ~~a step of~~ converting
the information of different languages available from the claim
content input to the client web page from a respective one of a
plurality of different languages to common codes.

26. (Currently Amended) A technical support method according to claim 24, further comprising ~~a step of~~ producing, ~~where when~~ a solution has been obtained to the new claim is obtained as a search result of the search of the knowledge base section, an answer based on the solution so as to meet a technical support policy varying from market region to market region.

27. (Currently Amended) A technical support method according to claim 24, further comprising: ~~a step of~~ automatically incorporating, ~~where when~~ a solution has not been obtained is not identified as a search result of the search of the knowledge base section, information available from the claim content input to the client web page into the new claim report; [[,]] and

requesting ~~additional~~ input of additional information which is lacking from the claim content input to the client web page and which is necessary for a study of ~~a solution~~ the new claim by the engineer ~~but is lacking~~.

28. (Currently Amended) A technical support method according to claim 23, further comprising ~~a step of~~ assigning a supporting task for acquiring a solution to ~~a~~ the new claim ~~of~~

~~the claim report~~ to a technical division responsible for the new claim, and requesting the solution from the technical division.

29. (Currently Amended) A technical support method according to claim 28, further comprising ~~a step of attaching to the claim report~~ a backup document for backing up the supporting task to the claim report.

30. (Currently Amended) A technical support method according to claim 28, further comprising ~~a step of setting a~~ schedule of the supporting task, and sending a reminder when a scheduled date of supporting task completion is ~~drawing near~~ within a predetermined time period of a current date.

31. (Currently Amended) A technical support method according to claim 30, further comprising ~~a step of attaching to the reminder, where there is a~~ when an additional new claim is received that is similar to the new claim, an additional new
5 claim report similar to the claim of the supporting task, the new
claim report to the reminder as a backup document.

32. (Currently Amended) A technical support method according to claim 28, further comprising ~~a step of visualizing the~~ displaying a state of progress of the supporting task.

33. (Currently Amended) A technical support method according to claim 23, further comprising ~~a step of~~ converting the claim content input to the client web page to a specific language.

34. (Currently Amended) A technical support method according to claim 23, further comprising ~~a step applicable to a case where~~ recognizing different model numbers, corresponding to different market regions, that are assigned to a product model ~~of corresponding to the new claim content in accordance with different market regions.~~

35. (Currently Amended) A technical support method according to claim 28, further comprising ~~a step of deciding on~~ selecting an engineer to be in charge of the supporting task based on ~~the basis of~~ at least one of a schedule, a field in
5 charge, experience, and a technical level of each engineer in a technical division to which the supporting task has been assigned.

36. (Currently Amended) A technical support method according to claim 28, further comprising ~~a step of~~ issuing, ~~where when~~ when a solution ~~has not been obtained~~ is not identified as a search result of the search of the knowledge base section, a

notice ~~to the effect~~ explaining that the ~~solution~~ new claim is now being studied.

37. (Currently Amended) A technical support method according to claim 28, further comprising ~~a step of~~ issuing, ~~where when~~ a solution has not been obtained is not identified as a search result of the search of the knowledge base section, a notice of a schedule of the supporting task.

38. (Currently Amended) A technical support method according to claim 28, further comprising ~~a step of~~ producing an answer document in which a solution answered on an engineer web page is modified so as to meet a technical support policy which varies from market region to market region.